

*“To work in partnership, preventing abuse and ensuring excellent practice and timely responses to the safety and protection of individuals or groups within our communities”*

**Learning and Development Programmes Charging Policy**

**1. Introduction**

1.1 With effect from 1st April 2021 a charging policy is in place for all learning and development programmes provided by TSAB (Thurrock Safeguarding Adults Board) including any online services.

1.2 Any charges will be clearly stated in the programme information and the Training pages on the TSAB website or any external publication published by the Board.

1.3 Any non-attendance to free training provided by the Board, without 10 working days’ notice to the TSAB Business Team, will be charged a fee (see Charges Section).

1.4 This Charging Policy will be reviewed annually.

**2. Application Process**

2.1 Applications for all TSAB training and learning events need to be made via an online booking system, (unless otherwise stated) in order to book a place on the training.

2.2 The submission of a booking request is not a guarantee of a place on one of our training courses.

2.3 Confirmation of acceptance will be sent to the applicant providing details of the programme details and venue in advance of the course date.

2.4 For delegates that wish to attend free training courses they will need to include in the booking request:

* Purchase Order number (if applicable) and contact details of who an invoice should be sent to, including an email address, should you fail to attend or cancel without ten working days’ notice or,
* Should the applicant be from the Local Authority, the cost code for your Department/Team.

2.5 Depending when the booking request is received, confirmation of a place will be sent where possible at least four weeks prior to the course date.

2.6 Cancellation of attendance at a free TSAB training course with less than 10 working days’ notice will incur a cancellation charge, unless there are exceptional circumstances which will be determined on a case by case basis

* Half day - Non-attendance without 10 working days’ notice - £40
* Full day - Non-attendance without 10 working days’ notice - £70

**3 Cancellation of Courses by the Board**

3.1 There may be occasions where Training or Learning Events may be cancelled by the Board in exceptional circumstances. These may include:

* If there is judged to be insufficient numbers for the programme to be viable
* In adverse weather conditions
* Unforeseen virtual technical issues
* If venue, utilities or equipment failure make it unacceptable to commence or continue a programme

3.2 In the above circumstances, the Board will take all reasonable steps to reschedule the missed sessions.

3.3 If a programme is cancelled then the procedure below will be followed:

* All delegates will be informed of a cancellation by email as soon as possible.
* When this is not possible due to time constraints, a member of the TSAB Business Team will contact all delegates by phone and notify them of the cancellation and any alternative arrangements.
* A notice will also be posted at the venue.

3.4 TSAB will not be liable for any costs incurred as a result of cancelled courses.